# one

## Gateway®

**Reference
Guide**

# Contents

# CHAPTER**1**
## About This Guide

- About this guide
- Accessing your online User Guide
- Gateway contact information
- Microsoft Certificate of Authenticity

# About this guide

This guide includes information and maintenance instructions that are specific to your model of Gateway computer. Some illustrations in this guide may look different than your computer because hardware options may vary. For all other computer information, see your online *User Guide*.

## For more information

For more information about your computer, visit Gateway's *Support* page at <u>www.gateway.com</u> or the Web address shown on your computer's label. The *Support* page also has links to additional Gateway documentation and detailed specifications.

# Accessing your online *User Guide*

In addition to this guide, your *User Guide* has been included on your hard drive. Your *User Guide* is an in-depth, easy-to-read manual that includes information on the following topics:

- Help and technical support
- Using and customizing Windows and other software
- Controlling audio and video settings
- Using the Internet
- Protecting your files
- Playing and recording media
- Networking

▶ **To access your *User Guide*:**

- Click ⊛ (**Start**), **All Programs**, then click **Gateway Documentation**.
    ■

# Gateway contact information

The label on the bottom of your computer contains information that identifies your computer model and serial number. Gateway Customer Care will need this information if you call for assistance.



Serial number and
Customer Care
telephone number

# Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the bottom of your computer includes the product key code for your operating system. If you ever reinstall Windows from the installation DVD, you will need to enter these numbers to activate Windows.



Microsoft Certificate of
Authenticity

# CHAPTER**2**
## Setting Up and Getting Started

- Checking out your computer
- Working safely and comfortably
- Preparing power connections
- Connecting to a broadband modem or network
- Setting up the keyboard and mouse
- Starting your computer
- Turning off and restarting your computer
- Using the keyboard and mouse
- Using the remote control
- Using the DVD-RW drive
- Using the memory card reader
- Connecting peripheral devices
- Adjusting the volume

# Checking out your computer

## Front

Web cam port

Display

IR sensor

IR activity/RF sync
indicator

Data ports

DVD-RW drive

Power indicator

NXT SoundVu acoustic front panel
(replaces conventional speakers)
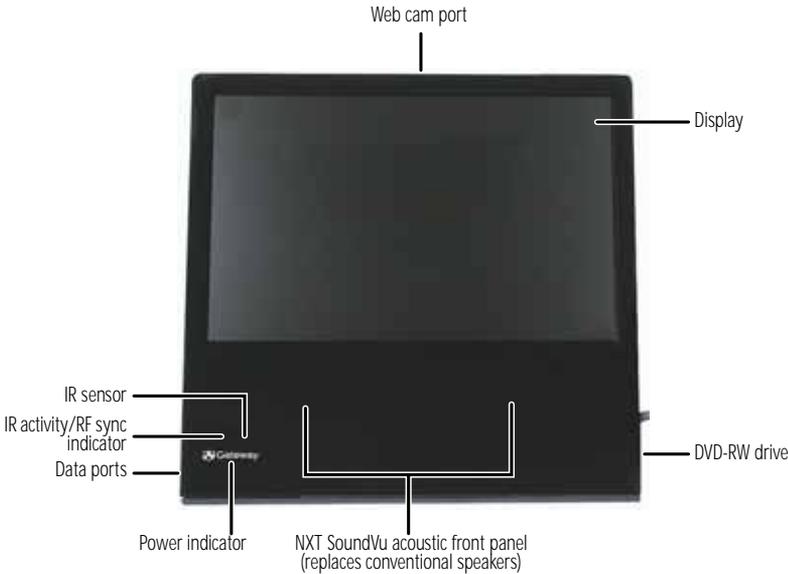
| Component | Description |
|---|---|
| Web cam port | Connect the optional Web cam to this port. |
| IR sensor | Detects signals from the remote control. Do not block. |
| IR activity/RF sync indicator | Indicates when the computer is receiving IR signals from the remote control and when the computer is syncing with the wireless (RF) keyboard and mouse. |
| Data ports | For more detail, see "Sides" on page 8. |
| Display | This 19-inch TFT display has 1400 × 900 resolution, displays 16.2 million colors, and has an 850:1 contrast ratio. |
| DVD-RW drive | For more detail, see "Sides" on page 8. |
| Power indicator | The Gateway logo indicates when power is on (glowing) and when power is on Standby (flashing). |
| NXT™ SoundVu™ acoustic front panel | This panel is advanced, patented technology developed by Authentic using NXT technology. Because the panel itself vibrates and creates sound, no speakers are needed. |

# Back

Web cam port

Power button    Slide-out    Cable lock slot
                support stand

| Component | Description |
|-----------|-------------|
| Web cam port | Connect the optional Web cam to this port. |
| Power button | Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information, see your online *User Guide.* |
| Slide-out support stand | Supports your computer in an upright position and helps maintain the viewing angle. As you push the top of the screen back or pull it forward, this support stand automatically adjusts to maintain that angle. For more information on adjusting the viewing angle, see "Setting up your computer desk and chair" on page 13 |
| Cable lock slot | Attach a cable lock to this slot, then attach the cable to a solid object like a desk or table to prevent your computer from being stolen or opened. |

# Sides

Power/data cable

Memory card reader

IEEE 1394/FireWire™ port

USB ports

Headphone jack

Slide-out support stand

Microphone jack

Slot-load DVD-RW drive

Power/data cable

Power button

Slide-out support stand

| Component | Description |
|---|---|
| Power/data cable | Connects your computer to the power module. This cable must be connected before you connect the module to AC power. For more information, see "Connecting power" on page 15. |
| Slide-out support stand | Supports your computer in an upright position and helps maintain the viewing angle. As you push the top of the screen back or pull it forward, this support stand automatically adjusts to maintain that angle. For more information on adjusting the viewing angle, see "Reducing eye strain" on page 12. |
| Memory card reader | Insert a memory card from a digital camera, MP3 player, PDA, cellular telephone, or other device into the memory card reader. For a complete list of supported memory cards, see "Using the memory card reader" on page 32. |
| IEEE 1394 port | Plug IEEE 1394 (also known as Firewire™) devices (such as a digital camcorder) into this 6-pin IEEE 1394 port. For more information, see "Installing a printer, scanner, or other device" on page 41. |
| USB ports | Plug USB (Universal Serial Bus) devices (such as a USB printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see "Installing a printer, scanner, or other device" on page 41. |
| Headphone jack | Plug powered, analog front speakers, an external amplifier, or headphones into this jack. |
| Microphone jack | Plug a microphone into this jack. |
| DVD-RW drive | Use this DVD-RW drive to listen to audio CDs, install games and programs, watch DVDs, and write large files onto recordable discs. |
| Power button | Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. |

# Power module

Ethernet network jack     IR blaster port     USB ports       Optical digital audio out jack     Coaxial digital audio out jack

USB ports              Power/data cable connector
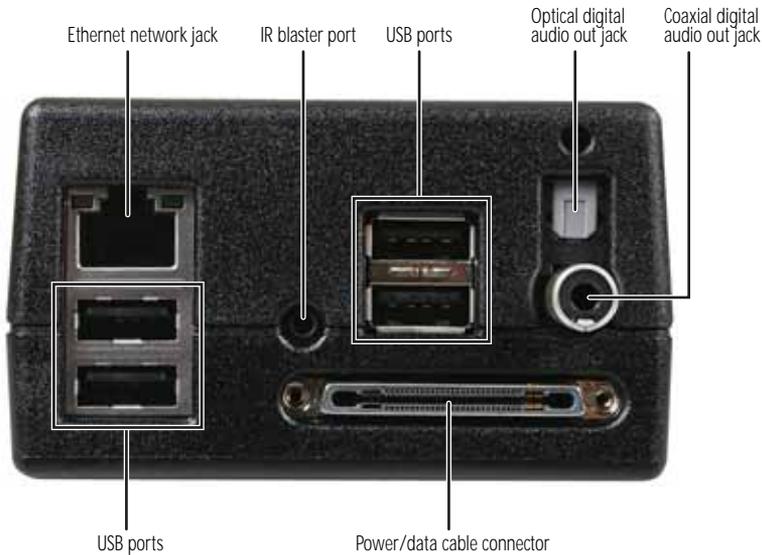
| Component | Description |
|---|---|
| Ethernet (network) jack | Plug an Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see "Learning about the Internet" in your online *User Guide*. |
| IR blaster port | Plug the IR blaster into this port. The IR blaster lets you position an IR emitter on your set-top box (tuner), so the computer's Media Center remote can change the tuner's channel for viewing and scheduled recording. |
| Optical digital audio out jack | Plug an optical digital audio cable into this jack and into an optical **Audio In** jack on an amplifier or entertainment system for digital sound. |
| Coaxial digital audio out jack | Plug a coaxial digital audio cable into this jack and into a coaxial **Audio In** jack on an amplifier or entertainment system for digital sound. |
| USB ports | Plug a USB device into these ports. |
| Power/data cable connector | Plug your computer's power/data cable into this connector. |

# Working safely and comfortably

Before using your computer, follow these general guidelines for setting up a safe and comfortable work area and avoiding discomfort and strain:

- Keep hands and arms parallel to the floor.
- Adjust the screen so it is perpendicular to your line of sight, and the top of the screen is no higher than eye level.
- Place your feet flat on the floor or on a footrest.
- Keep ventilation openings clear of obstructions.



Top of screen is not higher than eye level

Screen is perpendicular to your line of sight

Hands and arms are parallel to the floor

Feet are flat on the floor

# Reducing eye strain

Sunlight or bright indoor lighting should not reflect on the screen or shine directly into your eyes.

- Position the computer desk and computer so you can avoid bright reflections and glare. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter.

- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.

- Set paper holders at the same height and distance as the display.

- Avoid focusing your eyes on your display for long periods of time. Every 10 or 15 minutes, look around the room, and try to focus on distant objects.

- Stand up your computer so the slide-out support stand extends out the back for stability. Your computer is stable through a 10° range of motion, from nearly upright (leaning back 5°) to noticeably tilted (leaning back 15°).

  The support stand helps maintain the viewing angle that you set. As you push the top of the screen back or pull it forward, the stand automatically adjusts to maintain that angle.

# Setting up your computer desk and chair

Follow these guidelines for good ergonomic workstation design:

- When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.
- Select a flat surface for your computer desk.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and touchpad. If the desk is not adjustable or is too tall, consider using an adjustable chair to control your arm's height above the keyboard.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

# Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

# Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks to change your position, stretch your muscles, and relieve your eyes.
- Find ways to break up the work day, and schedule a variety of tasks.

# Preparing power connections

## Protecting from power source problems

> **⚠ Warning**
> High voltages can enter your computer through both the power/data cable and the modem connection. Protect your computer by using a surge protector. If you have a telephone or DSL modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripheral devices by connecting them to a *surge protector*, which absorbs voltage surges and prevents them from reaching your computer.

An *uninterruptible power supply* (UPS) supplies battery power to your computer during a power failure. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut down your computer normally.

> **⚠ Warning**
> The AC power module contains peripheral expansion components that need to connect to the system before to AC power is connected. Make sure that you connect power components in the following order:
> • Plug the power/data cable into the power module.
> • Plug the AC power cable into the power module and into an AC power outlet.

# Connecting power

▶ **To connect power:**

1    Plug your computer's power/data cable into the power/data connector on the power module. Make sure that the cable's clips lock into place.



2    Plug the provided AC power cable into the power module, then plug the power cable into an AC power outlet. We recommend using a surge protector.
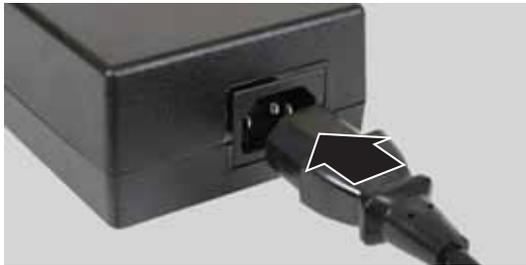


3    To disconnect the power/data cable from the power module, press inward on the two connector latches, then pull the plug away from the module.



■

**15**

# Connecting to a broadband modem or network

> ✓ **Important**
> For information about setting up a wired or wireless Ethernet network, see your online *User Guide*.

You can connect your computer to a cable or DSL modem or to a wired Ethernet network.

▶ **To connect to a broadband modem or to an Ethernet network:**

1   Insert one end of the network cable into the Ethernet network jack 品 on the power module.

2   Insert the other end of the network cable into a cable modem, DSL modem, or network jack.
    ∎

# Setting up the keyboard and mouse

## Installing keyboard batteries

Before using your wireless keyboard, you must install the two batteries that came with it.

> ⚠ **Warning**
> Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.

▶ **To install the keyboard batteries:**

1   Turn the keyboard over, then open the battery cover.

2   Insert two AA batteries according to the diagram inside the battery compartment, then close the battery cover.
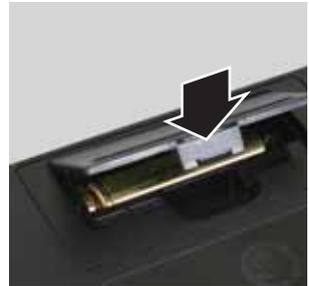
3   Your wireless keyboard is synced with your computer at the factory. However, if the keyboard does not work after installing new batteries, re-sync the keyboard with the computer by following the instructions in "Syncing the keyboard and mouse" on page 22.
    ■

# Installing mouse batteries

Before using your mouse, you must install the two batteries that came with it.

---

**⚠ Warning**

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.

---

▶ **To install the mouse batteries:**

1   Turn the mouse over and remove the battery cover (if installed) by prying it up using a thin object (such as your fingernail).



Pry up here

2   Insert two AA batteries according to the diagram inside the battery compartment, then install the battery cover.



3   Your wireless mouse is synced with your computer at the factory. However, if the mouse does not work after installing new batteries, re-sync the mouse with the computer by following the instructions in "Syncing the keyboard and mouse" on page 22.

■

# Starting your computer

▶ **To start your computer:**

**1** Connect the power and network (if applicable) cables to your computer according to the setup poster and "Connecting power" on page 15.

**2** Press the power button on the back of your computer. If your computer does not turn on, check the power/data cable connection.



**3** If you are starting your computer for the first time, follow the on-screen instructions to select the language and time zone and to create your first user account.

> **Tip**
> If your computer and mouse do not work, see "Syncing the keyboard and mouse" on page 22.

**4** To open your computer's *Start* menu, click ⊛ (**Start**). From that menu, you can run programs and search for files. For more information on using your computer's menus, see "Using Windows" and "Customizing Windows" in your online *User Guide.*

**5** After your computer has been set up, attach and turn on any USB or audio peripheral devices, such as printers, scanners, and speakers. See the documentation that came with each device for its setup instructions.
■

**19**

# Waking up your computer

> **Tip**
> For more information about changing the power button mode, see the "Customizing" chapter in your online *User Guide*.

When you have not used your computer for several minutes, it may enter a power-saving mode called *Sleep*. While in Sleep mode, the power indicator on the power button flashes.

If your computer is in Sleep mode, move the mouse, press a key on the keyboard, or press the power button to "wake" it up.

# Turning off and restarting your computer

## Turning off your computer

> **Warning**
> When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power module from the power outlet, then unplug the modem or network cable. We recommend disconnecting the power/data cable and modem and network cables when your computer will not be used for long periods of time.

> **Important**
> If for some reason you cannot use the Shut Down option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

Putting your computer into Sleep mode is the easiest way to power down your computer. Although it does not turn your computer completely off, it *does* turn off or slow down most system operations to save power. It also saves your desktop layout so the next time you restore power, the programs are laid out just as you left them. Waking your computer from a Sleep state is much faster than turning on your computer after it has been turned completely off.

▶ **To put your computer to sleep:**

1   Click ⊞ (**Start**), then click ▭⏻▭ (power). The computer saves your session and partially shuts down to save power.

2   To "wake" your computer, press a key on the keyboard or press the power button.
    ■

▶ **To turn off your computer:**

**1** Click ⊛ (**Start**), click the arrow next to the lock icon, then click **Shut Down**. The computer turns off.

```
Switch User
Log Off
Lock

Restart

Sleep
Shut Down
```
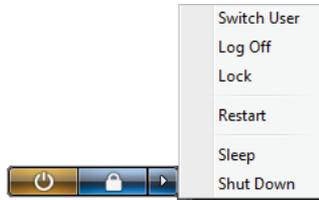
**2** To completely disconnect all power (such as for servicing internal components), also disconnect the power/data cord from the power module.

■

## Restarting (rebooting) your computer

If your computer does not respond to any input, you may need to restart (reboot) your computer.

▶ **To restart your computer:**

• Click ⊛ (**Start**), click the arrow next to the lock icon, then click **Restart**. Your computer turns off, then turns on again.

```
Switch User
Log Off
Lock

Restart

Sleep
Shut Down
```
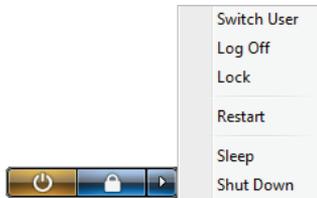
• If your computer does not turn off, press and hold the power button until the computer turns off (about five seconds), then press it again to turn the computer back on.

■

# Using the keyboard and mouse

## Syncing the keyboard and mouse

▶ **To sync your keyboard and mouse with your computer:**

1   Insert a stiff wire (such as a straightened paper clip) into the wireless sync button hole on the top of your computer (to the left of the Web cam's mini USB port). The RF sync indicator (the red LED) above the Gateway logo on the front of your computer turns on.
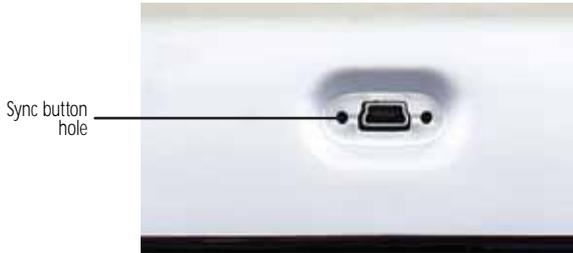
Sync button hole

2   Press the sync button on the bottom of your keyboard until your computer's RF sync indicator flashes. Your keyboard is now synced with your computer.

Sync button (keyboard)
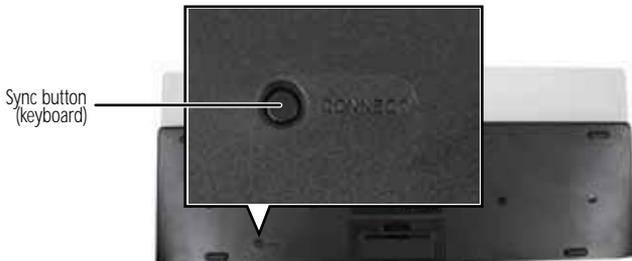
3   Repeat Step 2, but with your mouse instead of the keyboard.

Sync button (mouse)

■

# Using the keyboard



Navigation keys

Function keys  System control keys  Multimedia controls

Wrist rest  Main keyboard  Directional keys  Numeric keypad

| Feature | Description |
|---------|-------------|
| Function keys | Press these keys to start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions. |
| System control keys | Press **BRIGHT** to adjust the screen brightness by cycling through the available brightness settings. Press **SLEEP** to put your computer into the Sleep power-saving mode. |
| Navigation keys | Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document. |
| Multimedia controls | Press these keys to play your audio files and to adjust the volume. Press **MUTE** and **VOL** to adjust volume, and press **EJECT** to eject the disc from the slot-load DVD-RW drive. |
| Wrist rest | While typing, you can rest your wrist on this acrylic surface. |
| Main keyboard | Press these keys to type numbers and letters and to format text. |
| Directional keys | Press these keys to move the cursor up, down, right, or left. |
| Numeric keypad | Press these keys to type numbers when the numeric keypad (**NUM LOCK**) is turned on. |

### Storing your keyboard

You can move your keyboard out of the way by standing it upright and sliding it against your computer. Do not lean it against the screen.



# Using the mouse

### Mouse components



Scroll stripe
(functions as a scroll wheel)
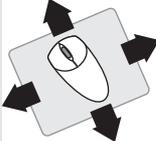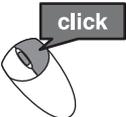
Right button

Left button

## Controlling the mouse

The *mouse* is a device that controls the pointer movement on the computer display. This illustration shows the standard mouse.

As you move the mouse, the *pointer* (arrow) on the display moves in the same direction.

You can use the *left* and *right buttons* on the mouse to select objects on the display. You can use the *scroll stripe* (the stripe between the left and right mouse buttons) on the mouse to move through a document. This feature is not available in all programs.

| To... | Do this... | |
|---|---|---|
| Move the pointer on the computer display | | Move the mouse around. If you reach the edge of your mouse pad and need to move the mouse farther, lift the mouse and place it in the middle of the mouse pad, then continue moving the mouse. |
| Select an object on the computer display | click | Position the pointer over the object. Quickly press and release the left mouse button. This is called *clicking*. |
| Start a program or open a file or folder | click, click | Position the pointer over the object. Quickly press and release the left mouse button twice. This is called *double-clicking*. |
| Access a shortcut menu or find more information about an object on the display. | click | Position the pointer over the object. Quickly press and release the right mouse button once. This is called *right-clicking*. |
| Move an object on the computer display. | click (hold) and drag | Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the computer display. Release the button to drop the object where you want it. This is called *clicking and dragging*. |

For more information about how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see the "Customizing" chapter in your online *User Guide*. For instructions on how to clean the mouse, see "Cleaning the mouse" on page 63.

# Using the remote control

The Media Center remote control is an optional accessory.

## Installing remote control batteries

Before using your remote control, you must install the two batteries that came with it.

> ⊘ **Warning**
> Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.

▶ **To install the remote control batteries:**

1   Turn the remote control over, then remove the battery cover.

2   Insert two AA batteries according to the diagram inside
    the battery compartment, then replace the battery
    cover.



✓ **Important**
    While loading the batteries into the remote control, do not press
    any buttons or the remote may not work. If the remote does not work
    with fresh batteries installed, remove a battery for five seconds, then
    re-insert the battery while making sure that no buttons are being
    pressed.

■

# Understanding the remote control buttons

Your Media Center remote control lets you record and play back media on your computer. It also lets you turn your computer on and off.
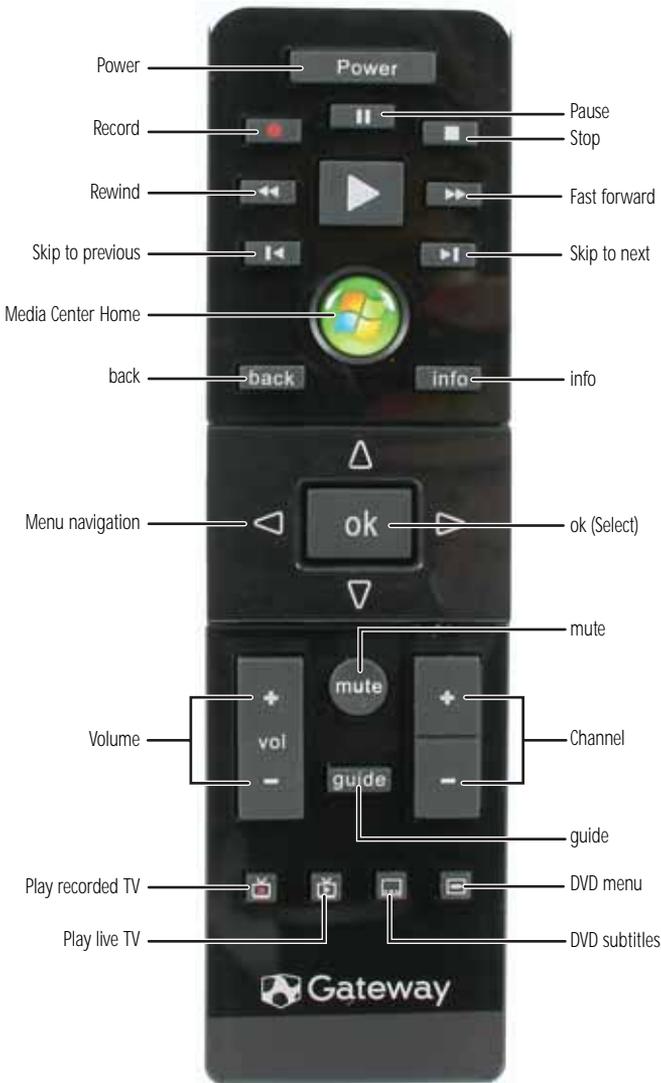
| Label (left) | | Label (right) |
|---|---|---|
| Power | | |
| | | Pause |
| Record | | Stop |
| Rewind | | Fast forward |
| Skip to previous | | Skip to next |
| Media Center Home | | |
| back | | info |
| Menu navigation | | ok (Select) |
| | | mute |
| Volume | | Channel |
| | | guide |
| Play recorded TV | | DVD menu |
| Play live TV | | DVD subtitles |

| Button | Description |
|---|---|
| Power | Puts the computer into Sleep mode, and "wakes" the computer. |
| Record | Press for one-touch recording of the currently selected video source. |
| Rewind | Rewinds the currently playing media. |
| Skip to previous | Skips to the start of the currently playing track or chapter, then skips to the previous track or chapter. |
| Media Center Home | Opens Windows Vista Media Center. |
| back | In a setup menu, goes back one menu level. |
| Menu navigation (arrows) | Moves up, down, left, and right through menus and settings. |
| Volume | Changes volume. |
| Play recorded TV | Plays programs you have recorded using Media Center. |
| Play live TV | Plays live TV programs. |
| Pause | Pauses the currently playing media. |
| Stop | Stops the currently playing media. |
| Fast forward | Fast forwards the currently playing media. |
| Skip to next | Skips to the next track or chapter. |
| info | Displays the current track or chapter information. |
| ok | Selects the currently highlighted menu item. |
| mute | Mutes all sound. |
| guide | Opens the program guide, where you can select programs to watch and record. |
| Channel | Changes channel. |
| DVD menu | Opens the DVD's own main menu |
| DVD subtitles | Turns the DVD's subtitles on and off. |

If your remote stops working, try the following:

- Restart your computer.
- Replace its batteries with new ones. For directions, see "Installing remote control batteries" on page 26.

## Storing the remote control

Your remote control is designed so that you can store it upright, taking up less desk space.



# Using the DVD-RW drive

## Loading a disc

▶ **To load a disc:**
- Insert the disc partially into the disc slot. The drive pulls the disc in.

  > ✔ **Important**
  > When you place a single-sided disc in the tray, make sure that the label side is facing the front (towards you). If the disc has two playable sides, place the disc so the name of the side you want to play is facing the front.

  ■

# Ejecting an optical disc

▶ **To eject an optical disc:**

- Press the **Eject** key on the keyboard.

  - OR -

  In Windows Explorer, right-click the optical drive icon, then click **Eject**.

  - OR -

  In your media playback software, click an equivalent "eject" command. For help, see the media playback software's documentation or online help.

  ∎

# Playing discs

## Playing a CD

✓ **Important**
Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

A standard compact disc (*CD*) can hold an entire album of digital songs and can be played on a CD player or your computer's DVD-RW drive.

Use a music program or Windows Media Player on your computer to:

- Play music CDs
- Create MP3 music files from your music CDs
- Edit music track information
- Use your music files to build a music library

For more information about playing CDs, see your online *User Guide*.

## Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. DVDs can be played on a DVD player or your computer's DVD-RW drive. For more information about playing DVDs, see your online *User Guide*.

# Creating discs

### Recording to optical discs

You can use the disc burning program on your computer to copy tracks from a music CD to your hard drive, copy or create data discs, create music CDs, create video DVDs, and more. For more information about creating CDs and DVDs, see your online *User Guide*.

### Creating audio and video files

You can create audio and music files, either from scratch or from music CDs. You can also create video files from home video. For more information, see your online *User Guide*.

### Copying optical discs

You can copy optical discs to make backups of your data. For more information, see your online *User Guide*.

# Using the memory card reader

You can use the memory card reader to transfer pictures from a digital camera to your computer. You can also use the memory card reader to transfer data between your computer and a device that uses memory cards, such as a PDA, MP3 player, or cellular telephone.

# Memory card types

The memory card reader supports several memory card types:

- xD-Picture Card™
- Secure Digital™ (SD)
- MultiMediaCard™ (MMC)
- Memory Stick™ (MS) and MS Pro

# Using a memory card

> ⚠ **Caution**
> Before inserting a memory card into the slot, make sure that the slot is empty, or you could damage the card reader.

▶ **To insert and remove a memory card:**

1 Insert the memory card into the memory card slot.

2 To access a file on the memory card, click ⊛ (**Start**), then click **Computer**. Double-click the drive letter (for example, the **E:** drive), then double-click the file name.

3 To remove a memory card, just pull it out of the slot.
   ■

> ⚠ **Caution**
> Do not remove the memory card or turn off the computer while the memory card reader is writing files to or reading files from the card. You could lose data. Also, remove the memory card from the reader before you turn off the computer.
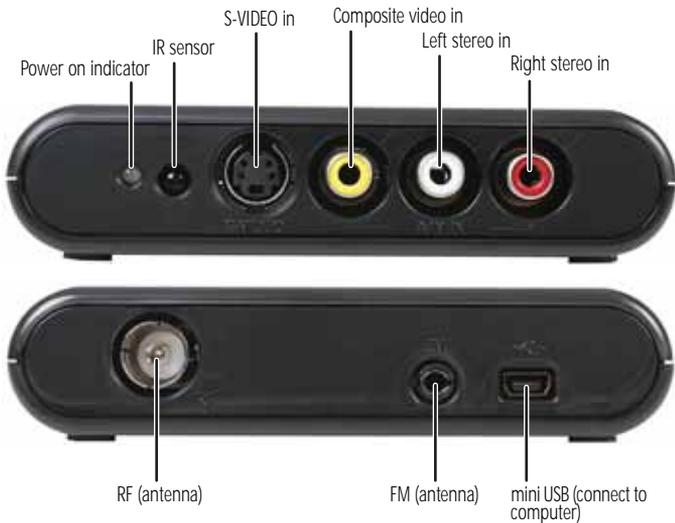
■

# Connecting peripheral devices

After your computer is set up and operating normally, connect and set up additional devices you want to use.

## Connecting the TV tuner

The TV tuner is an optional accessory. You can connect the optional TV tuner to provide audio and video input and output to a television or video recording device.



Power on indicator | IR sensor | S-VIDEO in | Composite video in | Left stereo in | Right stereo in

RF (antenna) | FM (antenna) | mini USB (connect to computer)

| Component | Description |
|-----------|-------------|
| Power on indicator | Turns on when the mini USB port is receiving power from the computer. |
| IR sensor | Receives signals from the Media Center remote control. Do not block. |
| S-Video in jack | Connect an S-Video source to this jack to receive an S-Video signal. |
| Composite video in jack (A/V IN) | Connect a composite video source to this RCA jack to receive a composite video signal. |
| Left/Right stereo in jacks (A/V IN) | Connect left and right stereo cables to these RCA jacks to receive two-channel stereo from your video source. |

| Component | Description |
|-----------|-------------|
| RF (antenna) jack | Connect the wire whip antenna to this jack to receive broadcast TV signals, or connect the "F-type" adapter to the coaxial cable from a video source and connect the cable here. |
| FM (antenna) jack | Connect the FM radio "Y" wire antenna to this jack for FM radio reception. |
| Mini USB port | Connect the included mini USB cable to this port and to your computer so the TV tuner can send the video signals it receives to your computer. |

▶ **To connect the TV tuner:**

**1** Connect the provided USB cable to the TV tuner's USB port and an available USB port on your computer or power module.

**2**   To receive broadcast TV signals, connect the included TV whip antenna to the **RF** (antenna) jack on the TV tuner.

- OR -

To receive broadcast TV signals or video from an antenna that uses coaxial cable, connect the included "F-type" antenna adapter to the coaxial antenna cable, then connect the cable to the **RF** (antenna) jack on the TV tuner.

**36**

**3** To view video from a tuner (such as cable or satellite TV) or another wired video source (such as a DVD player):

- Connect the included "F-type" antenna adapter to the video source's coaxial cable, then connect the cable to the **RF** (antenna) jack on the TV tuner.



- OR -

Connect an S-Video cable to the video source's **S-Video Out** jack and the TV tuner's **S-VIDEO** (in) jack. You also need to connect the appropriate audio cables to the video source and to the TV tuner's red and white **A/V IN** audio jacks or to one of the computer power module's digital audio jacks.

- OR -

Connect a video RCA cable to the video source's **Video Out** jack and the TV tuner's yellow **A/V IN** video jack. You also need to connect the appropriate audio cables to the video source and to the TV tuner's red and white **A/V IN** audio jacks or to one of the computer power module's digital audio jacks.

**37**

**4** To receive broadcast FM radio signals, connect the included FM wire antenna to the **FM** jack on the TV tuner, then extend the antenna as tall as you can into a "Y" shape.



■

# Connecting the Web cam

The Web cam is an optional accessory, which may not have been included in your packaging. The Web cam can take still photos and video. The Web cam also comes with an optional base and cable for desktop use.

Microphone

Activity indicator

Camera lens

Mini USB plug

| Component | Description |
|-----------|-------------|
| Camera lens | No-focus lens can keep everything in focus, from a few inches away to infinity. |
| Activity indicator | Indicates the camera is active. |
| Microphone | Records audio for video chat sessions. |
| Mini USB plug | Plugs directly into the top of your computer. |

▶ **To connect the Web cam:**

1 Insert the mini USB plug on the bottom of the Web cam into the mini USB port on top of your computer.



2 Start your video recording or video chat software to see the Web cam image on your screen.

3 Adjust the angle of the Web cam so you can see yourself clearly.



✎ **Tip**
The brighter the camera's subject, the clearer the Web cam's image will be. If you use your Web cam in a dimly lit room, consider adding desktop lighting that will help illuminate your face.

■

# Installing a printer, scanner, or other device

✓ **Important**
Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your computer has IEEE 1394 (Firewire®) and USB ports. Use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see "Checking out your computer" on page 6.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

❓ **Help**
For more information about installing peripheral devices, click **Start**, then click **Help and Support**. Type **installing devices** in the **Search** box, then press **ENTER**.

# Connecting the dial-up modem

The dial-up modem USB dongle is an optional accessory.



Modem jack                                                                    USB plug

| Component | Description |
|-----------|-------------|
| Modem jack | Plug a modem cable into this jack. |
| USB plug | Plug this into any available USB port on your computer or the power module. |

▶ **To connect the dial-up modem:**

1 Plug a modem cable into the modem jack on the modem dongle and into a telephone wall jack.

2 Plug the modem dongle into an available USB port on your computer or the power module.
■

**41**

# Adjusting the volume

You can adjust volume using Windows volume controls. You can also adjust the volume of specific sound devices in your computer.

▶ **To adjust the overall volume using hardware controls:**

- Press the volume or mute control buttons on the keyboard. For more information, see "Using the keyboard" on page 23.

  -OR-

  Press the volume or mute control buttons on the Media Center remote control. For more information, see "Using the remote control" on page 26.

  -OR-

  If you are using external speakers, turn the knob on the front of the speakers.
  ■

▶ **To adjust the volume from Windows:**

1 Click 🔊 (**Volume**) on the taskbar. The volume control slider opens.



2 Click and drag the slider up to increase volume and down to decrease volume.

3 To mute the volume, click 🔊 (**Mute**). To restore volume, click it again.

**4** To adjust device volume levels, click **Mixer**. The *Volume Mixer* dialog box opens, where you can click and drag sliders for individual devices.
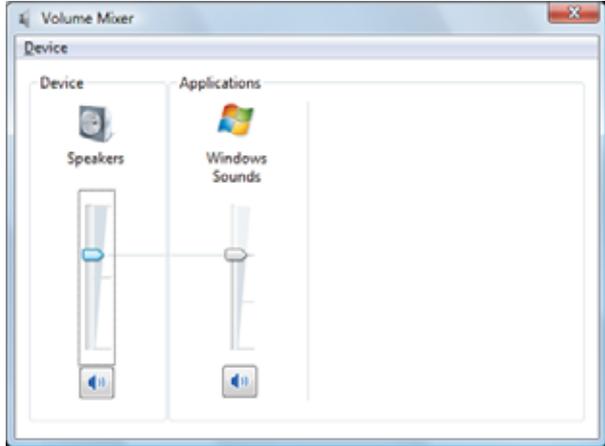


**Tip**
Adjust the Windows Sounds slider to change system sounds volume independently of general volume (such as the volume used for music and game sounds).

**5** Click × in the top-right corner of the window to close it.

**Help**
For more information about adjusting the volume, click **Start**, then click **Help and Support**. Type **adjusting volume** in the **Search Help** box, then press **ENTER**.

■

# CHAPTER**3**
## Upgrading Your Computer

- Opening and closing the case
- Installing memory
- Adding or replacing a hard drive
- Replacing the DVD-RW drive
- Installing or replacing the graphics card
- Changing the system battery

# Opening and closing the case

Your computer case provides easy access to internal components for upgrading and maintenance.

▶ **To open and close the case:**

1   Turn off your computer.

> ⚠ **Warning**
>    To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power/data cord and modem and network cables before opening the case.
>
>    To prevent risk of electric shock, do not insert any object into the vent holes of the computer or power supply.

2   Unplug the power/data cable from the power module, unplug any devices from the computer, then press and hold the power button for two seconds to drain any residual power from your computer.

3   Observe all precautions for protecting your computer from electrostatic discharge (ESD):

> ⚠ **Caution**
>    ESD can permanently damage electrostatic discharge-sensitive components in your computer. Prevent ESD damage by following these ESD guidelines every time you open the computer case.

- Wear a grounding wrist strap (available at most electronics stores) and attach it to bare metal (such as a metal desk or lamp). Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.

  If a grounding wrist strap is not available, frequently touch a bare metal object while working.

- Remove new components (such as memory modules) from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.

4   Disconnect the optional Web cam from the top of the computer.

> ⚠ **Caution**
>    If you do not remove the optional Web cam, it will get damaged when you open the computer's back panel.

5   Place the computer face-down on a soft, non-marring surface. Be careful of the acrylic (glass-like) surface of the front, because it can easily become scratched.

6   Slide the two panel release latches toward each other, then lift the bottom of the back panel 90° until it is vertical.



Release latches

A small support bar on the right corner near the hinge holds the panel upright.



Support bar

7   To close the case, make sure that all components, wires, and cables have been returned to their correct locations, then slowly close the panel while making sure no wires become pinched under the panel edges.
    ■

**47**

# Installing memory

When you upgrade the computer memory, make sure that you install the correct type of memory module for your computer, or it will not fit into the memory slot. Your computer uses notebook (SO-DIMM) memory.

▶ **To install or replace memory:**

1   Open the back panel by following the instructions in "Opening and closing the case" on page 46. The computer should be face-down on a soft, stable, non-marring surface before continuing.

2   Find the memory module banks on your system board.

3   If you are removing an old module from a memory slot, spread the two metal tabs away from the sides of the memory module. The module flips up at a 30° angle.

If you are removing a module from the lower memory slot, you must first remove the module from the upper slot.
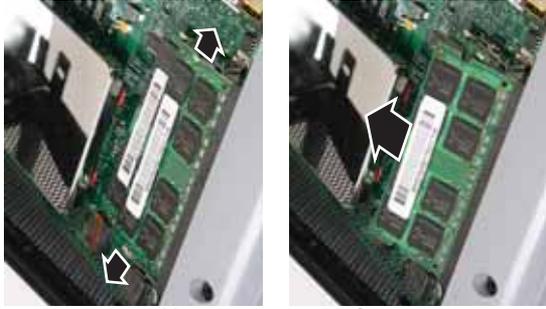


**Upper memory slot**
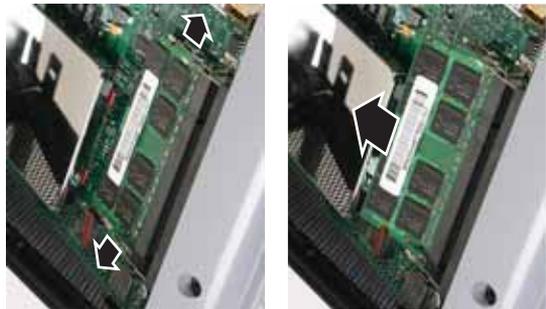


**Lower memory slot**

4   Pull the old memory module out of the slot.

5   Slide the new module into an available memory slot at a 30° angle, then press it down until it clicks into place.

6   Close the back panel by following the instructions in "Opening and closing the case" on page 46.

7   Return your computer to its upright position, then reconnect all cables.

8   Turn on your computer. Windows starts and the Windows desktop appears.

9   Click ⊛ (**Start**), right-click **Computer**, then click **Properties**. The amount of memory now installed in your computer is displayed.
■

# Adding or replacing a hard drive

Your computer supports only SATA hard drives. The unique hard drive mounting system for your computer requires no cables, latches, locks, or visible connectors.

▶ **To add or replace a hard drive:**

1    Open the back panel by following the instructions in "Opening and closing the case" on page 46. The computer should be face-down on a soft, stable, non-marring surface before continuing.

2    If you are replacing a drive, slide the old drive out of the drive bay, then slide the new one into the empty bay.

> ⚠ **Caution**
> When installing a new drive into a drive bay, insert it with the label side of the drive against the computer, and the drive connectors pointing toward the bottom of the drive bay.



Hard drive bay 2 (secondary)            Hard drive bay 1 (primary)

- OR -

If you are adding a drive, slide the new drive into the secondary hard drive bay.

3    Close the back panel by following the instructions in "Opening and closing the case" on page 46, then stand your computer up and reconnect all cables.

4    Turn on your computer.

**5** If you are using the new hard drive as your primary drive, install Windows using the operating system DVD that came with your computer. For more information on restoring your system, see "Recovering your system" on page 92.

■

# Adding or replacing Mini PCI cards

> ✎ **Tools**
> • Phillips screwdriver

▸ **To add or replace a Mini PCI card:**

**1** Open the back panel by following the instructions in "Opening and closing the case" on page 46. The computer should be face-down on a soft, stable, non-marring surface before continuing.

**2** Locate the Mini PCI card slots.

**3** If you are replacing a card, remove the two screws that secure the old card to the case, remove any antenna cables attached to the card, then pull the card out of the card slot.

Mini PCI card slot 2
Mini PCI card slot 1

Card screws                                    Antenna cables
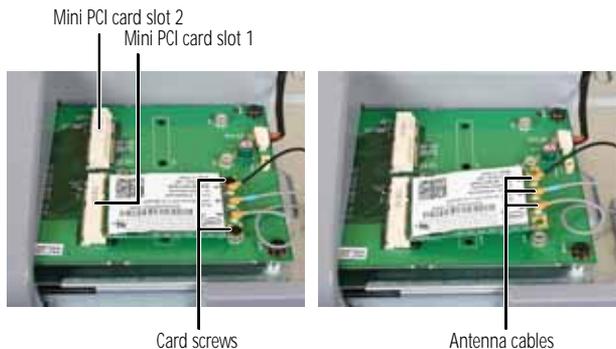
4   Slide the new card into an available card slot at a 30°
    angle, then press it down until the holes in the card line
    up with the screw holes in the case.



5   Secure the card to the case using the two screws you
    removed previously (if you are replacing a card) or the
    two screws provided with the new card.

6   If the new card is a wireless networking card, attach the
    antenna cables to the appropriate antenna connectors
    on the card. For a card with three connectors, the black
    cable should attach to the connector on the right, the
    blue cable in the middle, and the gray cable on the left.

7   Close the back panel by following the instructions in
    "Opening and closing the case" on page 46.

8   Return your computer to its upright position, then
    reconnect all cables.
    ■

# Replacing the DVD-RW drive

**Tools**
• Phillips screwdriver

▶ **To replace the DVD-RW drive:**

1   Turn on your computer, eject any disc in the DVD-RW
    drive, then turn off your computer.

**Warning**
Hazardous high voltage exists inside the computer. Make sure that
you have disconnected all power before continuing. Touch only the
components indicated within these instructions.

**Caution**
If you do not eject the disc from the drive, it may become stuck
in the drive after you lay the computer face-down in the next step.

**2** Open the back panel by following the instructions in "Opening and closing the case" on page 46. The computer should be face-down on a soft, stable, non-marring surface before continuing.

**3** Remove the three screws that secure the ventilation shroud to the inside of the case, then remove the shroud.



Shroud screws
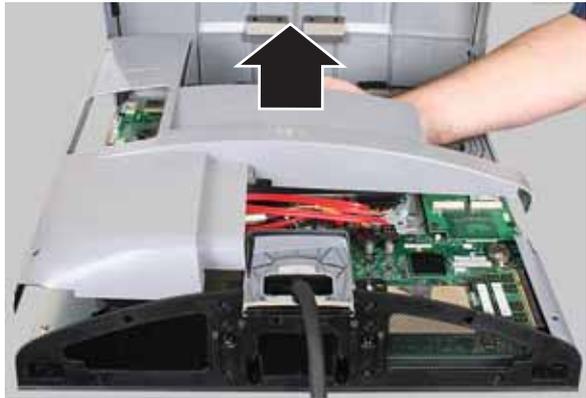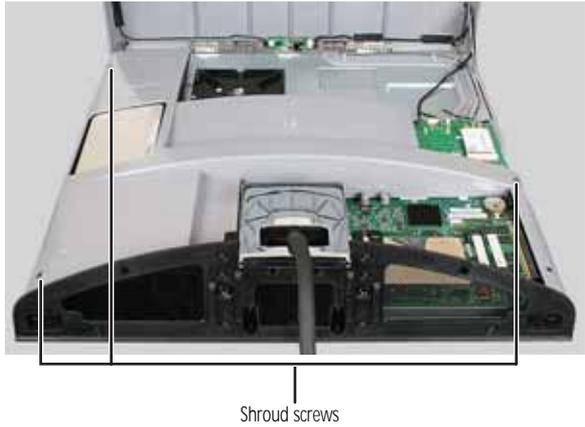


⚠️ **Warning**

Hazardous high voltage exists behind the ventilation shroud. Remove only when replacing the DVD-RW drive, and touch only the components indicated within these instructions.

4   Remove the single screw that secures the DVD-RW drive, then slide the drive out of the computer.

DVD-RW drive screw



5   Slide the new drive into the drive slot, then secure it to the computer using the screw you removed in Step 4.

6   Close the back panel by following the instructions in "Opening and closing the case" on page 46, then reconnect all cables.
    ■

# Installing or replacing the graphics card

Your computer has either a graphics card installed or a spacer (a placeholder for the graphics card slot) installed. If the spacer is installed, your computer's system board provides the graphics abilities for your system.

**Tools**
- Phillips screwdriver

▶ **To install or replace the graphics card:**

1   Open the back panel by following the instructions in "Opening and closing the case" on page 46. The computer should be face-down on a soft, stable, non-marring surface before continuing.

2   If the computer has been running within the last few minutes, allow the graphics card cool down for about five minutes before continuing.

**Warning**
The graphics card may be extremely hot. Touching the graphics card while hot may result in physical injury. Allow the graphics card to cool before continuing.

3   Remove the two screws that secure the graphics card or graphics card spacer to the computer.



Screws

**55**

4   Lift the end of the graphics card or spacer to about a 30°
    angle, then slide it out of the card slot.



5   Slide the new graphics card into the card slot at a 30°
    angle, then secure it to the computer using the two
    screws you removed previously.

6   Close the back panel by following the instructions in
    "Opening and closing the case" on page 46, then
    reconnect all cables.
    ■

# Changing the system battery

> ⚠ **Warning**
> Danger of explosion if battery is incorrectly replaced. Replace only with the
> same or equivalent type recommended by the manufacturer. Dispose of used
> batteries following the manufacturer's instructions.

If the computer clock does not keep time or the settings in the
BIOS Setup utility are not saved when you turn off your
computer, replace the system battery. Use a battery of the
same size and voltage as the original battery that was in your
computer.

▶ **To replace the battery:**

1   Restart your computer.

2   During the restart, press and hold the **F2** key. The main
    menu of the BIOS Setup utility opens.

**3** Write down any custom values that have been set in the menus and submenus, then exit from the utility.

⚠️ **Caution**
Any custom BIOS settings you have made will be lost when you remove the system battery. All settings will return to their factory defaults.

**4** Shut down your computer.

**5** Open the back panel by following the instructions in "Opening and closing the case" on page 46. The computer should be face-down on a soft, stable, non-marring surface before continuing.

**6** Locate the old battery on the system board and note its orientation (you will need to install the new battery the same way), then gently pry the battery up using a small, flat-blade screwdriver. The battery pops out of the socket.



Carefully pry with screwdriver here

**7** Make sure that the positive (+) side of the new battery is facing up (usually the side that the battery type and model number are etched into), then press the battery into the socket until it snaps into place.

**8** Reconnect all external cables and the power/data cable.

**9** Turn on your computer.

**10** While your computer starts, press and hold the **F2** key. The main menu of the BIOS Setup utility opens.

**11** In the BIOS Setup utility, restore any settings that you wrote down in Step 3.

**12** Save all your settings and exit the BIOS Setup utility.
■

**57**

# CHAPTER**4**
## Maintaining Your Computer

- Setting up a maintenance schedule
- Caring for your computer
- Changing batteries
- Cleaning your computer
- Updating Windows
- Using BigFix
- Managing hard drive space
- Scheduling maintenance tasks
- Moving from your old computer

# Setting up a maintenance schedule

Use the following table to set up a regular maintenance schedule.

| Maintenance task | Weekly | Monthly | When needed |
|---|---|---|---|
| Check for viruses | X | X | X |
| Run Windows Update | X | | X |
| Manage hard drive space | | | X |
| Clean up hard drives | | X | X |
| Scan hard drive for errors | | X | X |
| Defragment hard drive | | X | X |
| Back up files | X | X | X |
| Clean computer case and peripheral devices | | | X |

# Caring for your computer

To extend the life of your computer:

- Be careful not to bump or drop your computer.
- When transporting your computer, we recommend that you put it in the original packaging materials.
- Keep your computer away from magnetic fields. Magnetic fields can erase data on hard drives.
- Avoid subjecting your computer to extreme temperature changes. The case can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.
- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in expensive repairs that are not covered under a standard warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog internal mechanisms, can reduce heat dissipation, and can lead to permanent damage to the computer.
- Do not block the ventilation fan slots on the bottom of your computer. If these slots are blocked, your computer may overheat, resulting in unexpected shutdown or permanent damage to the computer.
- When storing your computer for a long period of time, unplug AC power.

# Changing batteries

With normal use, the batteries in your keyboard, mouse, and Media Center remote control should last several months. When the device behaves erratically, try changing its batteries to restore its performance.

For instructions on installing batteries, see "Setting up the keyboard and mouse" on page 17 and "Installing remote control batteries" on page 26.

# Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your computer performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension
- Cotton swabs
- An optical disc drive cleaning kit

## Cleaning the exterior

**⚠ Warning**
When you shut down your computer, the power turns off, but some electrical current still flows through it. To avoid possible injury from electrical shock, unplug the power/data cord, modem cable, and network cable from the wall outlets.

- Always turn off your computer and other peripheral devices before cleaning any components.

- Use a soft, lint-free cloth to wipe dust from your computer and other parts of your system. Do not use household abrasive or solvent cleaners such as alcohol, ammonia, hexane, thinner, oils, or glass cleaner, because they can damage the finish on the acrylic covering for the computer, the mouse, the keyboard, and the remote control.

  To clean fingerprints or oily blemishes, use a cloth dampened (not soaking wet) with a mild soap-and-water solution.

  **⚠ Caution**
  Do not use glass cleaner, ammonia-based, or alcohol-based cleaners, because they will damage the acrylic coatings.

- Your computer is cooled by air circulated through the vents on the bottom and top of the case, so keep the vents free of dust. With your computer turned off and unplugged, brush the dust away from the vents with a vacuum or a damp cloth.

# Cleaning the keyboard

You should occasionally clean the keyboard to remove dust and lint trapped under the keys.

▶ **To clean the keyboard:**

1   Use an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

2   If you spill liquid on the keyboard, turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.
■

# Cleaning the mouse

If the mouse pointer begins moving erratically across the computer screen or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

▶ **To clean the mouse:**

•   Wipe the bottom of the mouse with a damp, lint-free cloth.
■

# Cleaning optical discs

Optical discs (CDs and DVDs) get dirty from frequent handling.

▶ **To clean an optical disc:**

•   Wipe from the center to the edge, not around in a circle, using a product made especially for the purpose.



■

# Updating Windows

Windows Update helps you keep your computer up-to-date. Use Windows Update to choose updates for your computer's operating system, software, and hardware. New content is added to the site regularly, so you can always get the most recent updates and fixes to protect your computer and keep it running smoothly. Windows Update scans your computer and provides you with a tailored selection of updates that apply only to the software and hardware on your computer.

For information on running Windows Update, see "Windows Update" in your online *User Guide*. Windows Update can also be controlled through the Windows Security Center. For more information, see "Protecting Your Computer" in your online *User Guide*.

**? Help**

For more information about Windows Update, click **Start**, then click **Help and Support**. Type **windows update** in the **Search Help** box, then press **ENTER**.

# Using BigFix

Your computer may have BigFix installed (not available in some locations). BigFix monitors your computer for problems and conflicts. It automatically gathers information about the latest bugs, security alerts, and updates from BigFix sites on the Internet. Whenever BigFix detects a problem, it alerts you by flashing the blue taskbar icon. To fix the problem, click on that icon to open BigFix.

▶ **To start BigFix:**

1   Click 🏁 (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **BigFix**.

2   To learn more about BigFix, click **Help**, then click **Tutorial**.
    ■

# Managing hard drive space

Windows provides several utilities you can use to check hard drive space, delete unnecessary files, defragment files, and back up files.

## Checking hard drive space

▶ **To check hard drive space:**

> **Shortcut**
> Start ⇨ Computer ⇨ right-click drive ⇨ Properties

1   Click ⊛ (**Start**) then click **Computer**. The *Computer* window opens.



**65**
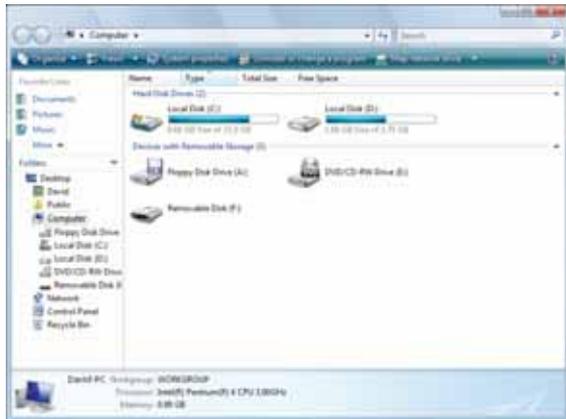
2   Right-click the drive that you want to check for available
    file space, then click **Properties**. Drive space information
    appears.



    ■
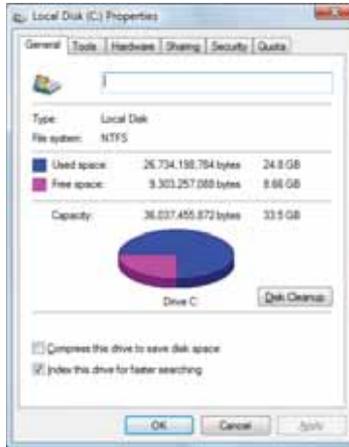
# Deleting unnecessary files

Delete unnecessary files, such as temporary files and files in the
Recycle Bin, to free hard drive space.

▶ **To delete unnecessary files:**

> **Shortcut**
> Start ⇨ Computer ⇨ right-click drive ⇨ Properties ⇨
> Disk Cleanup

1   Click ⊛ (**Start**), **All Programs**, **Accessories**, **System
    Tools**, then click **Disk Cleanup**. The *Disk Cleanup* dialog
    box opens.
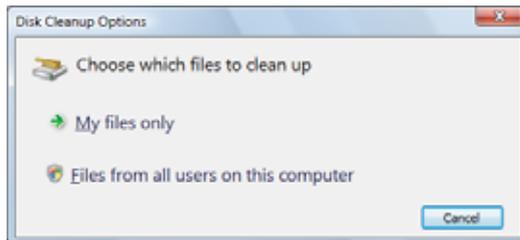
**2** Click one of the options:

- **My files only** cleans only the folders for the currently logged in user.
- **Files from all users on this computer** cleans all folders.

The *Disk Cleanup* dilalog box opens.

**3** Click to select the types of files you want to delete, then click **OK**. The types of files you indicated are deleted.

> **❓ Help**
> For more information about keeping the hard drive free of unnecessary files, click **Start**, then click **Help and Support**. Type **disk cleanup** in the **Search Help** box, then press **ENTER**.

∎

# Checking the hard drive for errors

The error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your computer several hours every day, you probably want to run error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use error-checking if you encounter hard drive problems.

▸ **To check the hard drive for errors:**

**1** Click ⓐ (**Start**) then click **Computer**. The *Computer* window opens.

**2** Right-click the drive that you want to check for errors, click **Properties**, then click the **Tools** tab.

3   Click **Check Now**, then click **Start**. Your drive is checked for errors. This process may take several minutes.

> ✔ **Important**
> Error checking cannot scan a drive while the drive is being used. If you try to check your hard drive for errors, you see a prompt asking you if you want to scan the hard drive later (the next time you restart your computer). If you see this prompt, click **Schedule disc check**.

After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

4   Correct any problems that are found by following the on-screen instructions.

5   Click **OK**.

> ? **Help**
> For more information about checking the hard drive for errors, click **Start**, then click **Help and Support**. Type **checking for disk errors** in the **Search Help** box, then press **ENTER**.

■

# Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your computer to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.

Disk Defragmenter organizes the data on the drive so each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While Disk Defragmenter is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

> ✎ **Tip**
> Because defragmenting a drive may take hours to complete (depending on the size of the drive being defragmented), consider starting the process when you will not need the computer for several hours.

▶ **To defragment the hard drive:**

**1** Disconnect your computer from the network.

**2** Click ⊛ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Disk Defragmenter**. The *Disk Defragmenter* dialog box opens.
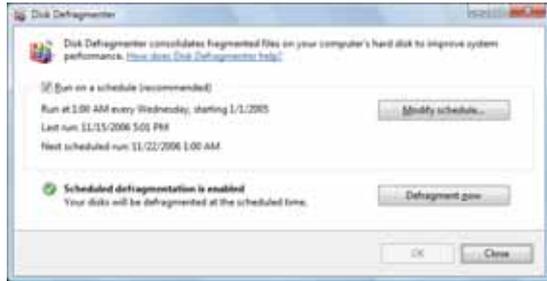


**3** Click **Defragment now**. This process may take hours to complete, depending on the size of the drive being defragmented.

---

**? Help**

For more information about defragmenting the hard drive, click **Start**, then click **Help and Support**. Type **defragmenting** in the **Search Help** box, then press **ENTER**.

---

■

# Backing up files

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable optical disc. Use a backup device, such as a recordable disc drive, to do a complete hard drive backup.

▶ **To back up files:**

1   Click ⊛ (**Start**) then click **Computer**. The *Computer* window opens.

2   Right-click the drive that you want to back up, click **Properties**, then click the **Tools** tab.



3   Click **Backup Now**, then click **Run a file backup now**.

4   Follow the on-screen instructions to select a backup storage location and the files and folders to back up.

> **?   Help**
> For more information about backing up files, click **Start**, then click **Help and Support**. Type **backup** in the **Search Help** box, then press **ENTER**.

■

# Scheduling maintenance tasks

Task Scheduler lets you schedule maintenance tasks such as running Disk Defragmenter and checking your drives for errors.

> ☑ **Important**
> Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

▶ **To start the Task Scheduler:**

1   Click **⊛** (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Task Scheduler**. The *Task Scheduler* dialog box opens.
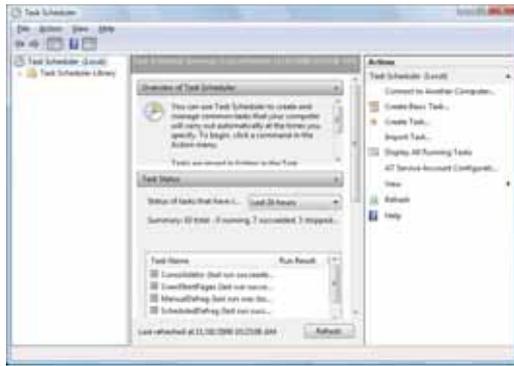
   

2   Click **Create Basic Task** for basic tasks or click **Create Task** for more complex tasks, then follow the on-screen instructions to finish setting up and scheduling the task.

> ❓ **Help**
> For more information about scheduling tasks, click **Start**, then click **Help and Support**. Type **task scheduler** in the **Search Help** box, then press **ENTER**.

■

# Moving from your old computer

## Transferring files and settings automatically

You can move your files, folders, software settings, and user account settings (such as display, Internet, and e-mail settings) from your old computer to your new one using Windows Easy Transfer, providing your old computer uses Windows XP or Windows Vista.

While using Windows Easy Transfer, you will not be able to run other tasks on the computers.

> ✓ **Important**
> If your old computer does not use Windows XP or Windows Vista, you must manually move your data by using a writeable disc, flash drive, or external hard drive.

▸ **To move files and settings from your old computer:**

1   If you want to transfer program settings to your new computer, install those programs on the new computer before running Windows Easy Transfer. Windows Easy Transfer copies only the software's settings, not the software itself, to the new computer.

2   Click ⊛ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Windows Easy Transfer**. The *Windows Easy Transfer* dialog box opens.

3   Click **Next**, click **Start a new transfer**, then follow the on-screen instructions to complete the transfer.

> ? **Help**
> For more information about transferring files, click **Start**, then click **Help and Support**. Type **transferring files** in the **Search Help** box, then press **ENTER**.

■

# Transferring files and settings manually

You can manually transfer your personal data files by copying them to removable media, such as a writable disc, an external hard drive, a network location, or a flash drive.

## Finding your documents

Many programs save your personal data files in the *Documents* or *My Documents* folder. Look in your old computer's documents folder for personal data files.

▶ **To find files in the documents folder:**

1   In Windows Vista, click ⊛ (**Start**), then click **Documents**. The *Documents* folder opens and displays many of your saved personal data files. Go to Step 4.

    - OR -

    In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.

    - OR -

    In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.

2   Double-click the **C:\** drive icon.

3   Double-click the **Documents** or **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.

4   Copy your personal data files to removable media or to another computer on your network.
    ■

## Finding other files

Use Windows Find or Search to locate other personal data files. For more information, see "Using Windows" in your online *User Guide*.

You can often identify different data file types by looking at the file's *extension* (the part of the file name following the last period). For example, a document file might have a .DOC extension and a spreadsheet file might have an .XLS extension.

| File type | File usually ends in... |
|---|---|
| Documents | .DOC, .TXT, .RTF, .HTM, .HTML, .DOT |
| Spreadsheets | .XLS, .XLT, .TXT |
| Pictures | .JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG, .EPS |
| Movies | .MPEG, .MPG, .AVI, .GIF, .MOV |
| Sound and music | .WAV, .CDA, .MP3, .MID, .MIDI, .WMA |

▶ **To find files using Find or Search:**

1  In Windows Vista, click ⑧ (**Start**), then click **Search**. The *Search Results* window opens.

   - OR -

   In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2  Type the filename you want to search for, then press **ENTER**. The search results are displayed.

3  To learn about more search options, click **Help.**
   ■

# CHAPTER**5**
## Troubleshooting

- Safety guidelines
- First steps
- Troubleshooting
- Recovering your system
- Telephone support

# Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

**Warning**
Never open your computer case while your computer is turned on and while the modem cable, network cable, and power/data cable are connected.

**Warning**
Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see "Opening and closing the case" on page 46.

**Warning**
To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped
- The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

# First steps

If you have problems with your computer, try these things first:

- Make sure that the power/data cord is connected to the power module and that the power module is connected to an AC power outlet.

- Make sure that the power outlet is supplying power.

- If you use a power strip or surge protector, make sure that it is turned on.

- If a peripheral device does not work, make sure that all connections are secure.

- Make sure that your hard drive is not full.

- If an error message appears on the screen, write down the exact message. The message may help Customer Care in diagnosing and fixing the problem.

- If you added or removed peripheral devices, review the installation procedures you performed and make sure that you followed each instruction.

- If an error occurs in a program, see the program's printed documentation or the online help.

**Help**
For more information about troubleshooting, click **Start**, then click **Help and Support**. Type the keyword/phrase **troubleshooting** in the **Search Help** box, then press **ENTER**.

# Troubleshooting

Troubleshooting topics are listed in alphabetical order.

## Audio

See "Sound" on page 91.

## CD drive

See "DVD-RW drive" on page 78.

## Display

**The screen resolution is not correct**
- Change the screen resolution from the *Display Settings* dialog box. For more information, see the "Customizing Windows" chapter in your online *User Guide*.

**The computer is running, but there is no picture**
- Adjust the brightness and contrast controls to the center position. To adjust brightness, press the **Bright** key on the keyboard.

**The color is not uniform**
- Make sure that the display warms up for at least 30 minutes before making a final judgment about color uniformity.

**The text on the display is dim or difficult to read**
- Adjust the brightness controls. To adjust brightness, press the **Bright** key on the keyboard.
- Change the display settings. For more information, see the "Customizing" chapter in your online *User Guide*.

> **? Help**
> For more information about changing the screen resolution, click **Start**, then click **Help and Support**. Type the phrase **screen resolution** in the **Search Help** box, then press **ENTER**.

# DVD-RW drive

**The computer does not recognize a disc in the optical disc drive**

- Make sure that the disc label is facing front (facing you), then try inserting it again.
- Try a different disc. Occasionally, discs are flawed or become scratched and cannot be read by the DVD-RW drive.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Clean the disc. For more information, see "Cleaning optical discs" on page 63.

**An audio CD does not produce sound**

- Make sure that the disc label is facing front (facing you), then try inserting it again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume" on page 42.
- Make sure that the mute controls are turned off. For more information, see "Adjusting the volume" on page 42.
- If you have external speakers attached, make sure that the speakers are turned on and that the cables are connected correctly and securely.
- Clean the disc. For more information, see "Cleaning optical discs" on page 63.
- Shut down and restart your computer.

**A DVD movie will not play**

- Make sure that the disc label is facing front (facing you), then try inserting it again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.
- Clean the disc. For more information, see "Cleaning optical discs" on page 63.
- Shut down and restart your computer.
- DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc's regional code and your DVD drive's regional code must match.

  The regional code on your DVD drive is determined by your computer's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code for the disc. The regional code for the disc is on the disc, disc documentation, or disc packaging.

  If the DVD movie does not play, the disc's regional code and your DVD drive's regional code may not match.

# Ethernet

See your online *User Guide* for more information on setting up a network.

### You cannot see the other computers on your network

- Make sure that your Ethernet cable is plugged into your computer's power module. Make sure that the other end is plugged into a network router, switch, hub, or other network device.

- Make sure that all computers are plugged into a powered electrical outlet and turned on.

- Make sure that the router (if you are using one) is plugged into a powered electrical outlet and turned on. Most routers have lights that indicate they are working. For more information, see the documentation that came with your router.

- If you are using a router, try restarting it by unplugging its power cord, waiting five seconds, then plugging it back in.

- Make sure that all computers on your network have the same workgroup name.

- Make sure that all computers are using the same Subnet mask.

- If you assigned IP addresses to the computers, make sure that all computers have different IP addresses. For home networks, IP addresses should be 192.168.N.N where N is a number you assign between 0 and 254. The first N should be the same for all computers on your network and the second N should be different for all computers on your network.

### Your Ethernet network is running slower than you expect

- If your Ethernet network is running slower than you expect, check the speed of each Ethernet component. For best results, all Ethernet components should be standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100 Mbps), or Gigabit Ethernet (1000 Mbps or 10/100/1000 Mbps). A mixture of Ethernet, Fast Ethernet, and Gigabit Ethernet components will result in your network running at the slowest component speed.

## File management

> **Help**
> For more information about restoring deleted files, click **Start**, then click **Help and Support**. Type the keyword/phrase **System Restore** in the **Search Help** box, then press **ENTER**.

### A file was accidentally deleted

If a file was deleted while holding down the **SHIFT** key, the file cannot be restored, because it was not sent to the Recycle Bin.

▶ **To restore deleted files:**

1   Double-click the **Recycle Bin** icon. The list of recently deleted files opens.

2   Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.

    If the Recycle Bin was emptied before you try to restore a file, the file cannot be restored.
                ■

**You need to restore your computer to a working condition**

- See "Recovering your system" on page 92.

# Hard drive

**You see an "Insufficient disk space" error message**

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions on deleting unnecessary files, see "Deleting unnecessary files" on page 66.

> **? Help**
> For more information about file management, click **Start**, then click **Help and Support**. Type the phrase **file management** in the **Search Help** box, then press **ENTER**.

- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.

> **⚠ Caution**
> All deleted files will be lost when you empty the Recycle Bin.

- Save your files to another drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

**You see a "Data error" message**

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the error checking program. For instructions on fixing hard drive problems, see "Checking the hard drive for errors" on page 67.

**The hard drive cannot be accessed, or you see a "General failure reading drive C" error message**

- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system. See "Recovering your system" on page 92.

# Internet

See also .

**You cannot connect to the Internet**

- If you are using the dial-up modem USB dongle, make sure that the modem cable is plugged into the modem jack on the dongle and not the Ethernet network jack on the power module.

- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

- Make sure that you do not have a problem with your modem. For more information, .

> **? Help**
> For more information about troubleshooting Internet connections, click **Start**, then click **Help and Support**. Type the phrase **troubleshooting connections** in the **Search Help** box, then press **ENTER**.

**You see an "Unable to locate host" message and are unable to browse the Internet**

- This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties. Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

**Connecting to a Web site takes too long**

Many factors can affect Internet performance:

- If you are using a dial-up connection, the condition of the telephone lines in your residence or at your local telephone service

- The condition of the Internet computers to which you connect and the number of users accessing those computers

- The complexity of graphics and multimedia on Web pages

- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

- The programs that run automatically at startup. Run a virus scan and spyware scan.

**People are sending you e-mail messages, but you have not received any mail**

- Click the **Receive** or **Send/Receive** button in your e-mail program.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

# Keyboard

**The keyboard does not work**

- Re-sync the keyboard by following the instructions in "Syncing the keyboard and mouse" on page 22.
- Install new batteries by following the instructions in "Installing keyboard batteries" on page 17.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

**A keyboard character keeps repeating or you see a "keyboard stuck" or "key failure" error message**

- Make sure that nothing is resting on the keyboard.
- Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your computer.

**Liquid spilled in the keyboard**

- If you spilled liquid in the keyboard, clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

# Media Center

This section only covers problems relating to Media Center mode. Media Center mode is available only on Windows Vista Home Premium and Ultimate versions. To view Media Center troubleshooting information that is not covered in this section, go to the Gateway support Web Site at www.gateway.com.

> **? Help**
> For more information about Windows Media Center, click **Start**, then click **Help and Support**. Type the phrase **Media Center** in the **Search Help** box, then press **ENTER**.

**You need to burn programs that were recorded with your computer to a DVD using Media Center**

- Media Center saves recorded programs in the DVR-MS format. You can burn a DVR-MS file to a DVD with DVD recording (burning) software and with Media Center itself.

**You want to play recorded programs on other computers**

- A DVR-MS file recorded to DVD can be replayed on another computer running Media Center or on any computer that has a DVD player and DVD decoder software (such as WinDVD). The non-Media Center computer must also have at least Windows XP with Service Pack (SP) 1 or 2, Windows Media Player 9 or later, and the Windows patch Q810243 Update.

**You get a "Download Error" message when Media Center tries to update the Program Guide**

- You must be connected to the Internet to update the Program Guide. Make sure that your Internet account is set up and connected to the computer.

# Memory

**? Help**
For more information about troubleshooting memory errors, click **Start**, then click **Help and Support**. Type the phrase **memory error** in the **Search Help** box, then press **ENTER**.

**You see a "Memory error" message**

- Use the Memory Diagnostic Tool to inspect your system memory.

  ▶ **To run the Memory Diagnostic Tool:**

  - Click ⊛ (**Start**), type **Memory Diagnostic Tool,** then press **ENTER**. Click **Restart now and check for problems**. Your computer restarts and runs the memory diagnostics.

**You see a "Not enough memory" error message**

- Close all programs, then restart your computer.

# Memory card reader

**The drive letters for the memory card slot does not appear in the Computer window**

- The memory card reader was temporarily uninstalled using the **Remove Hardware** icon in the system tray. Reboot your computer, and your card reader will be re-installed.

# Modem (cable or DSL)

**My computer cannot connect to the Internet.**

- Make sure that your modem is connected to the network jack on the power module.
- See the documentation that came with your modem for additional troubleshooting information.

# Modem (dial-up)

See also .

**Your modem does not dial or does not connect**

- If you are using the dial-up modem USB dongle, make sure that the modem cable is plugged into the modem jack on the dongle and not the Ethernet network jack on the power module.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long. The longer the cable, the more static may be on the line.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.

▶ **To check the dialing properties:**

1   Click ⊛ (**Start**), then click **Control Panel**. The *Control Panel* window opens.

**85**

2   Click **Hardware and Sound**, then click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.

3   If this is the first time you have accessed this category, the *Location Information* dialog box opens. Enter the information for your area, then click **OK**.

4   Click the **Dialing Rules** tab, click the location from which you are dialing, then click **Edit**.

5   Make sure that all settings are correct.

        ▪

**?** **Help**
       For more information about dialing properties, click **Start**, then click **Help and Support**. Type the keyword **dialing** in the **Search Help** box, then press **ENTER**.

• Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.

• Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.

• Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

    Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the telephone wall jack are secure.

    You can also call your telephone service and have the telephone line checked for noise or low line levels.

- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service.

- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, call your telephone service. The telephone line may be too noisy.

**You cannot connect to the Internet**

- The ISP may be having technical difficulties. Contact your ISP for technical support.

- See if the modem works with a different communications program. The problem may be with just one program.

- Review the troubleshooting information under "Internet" on page 82.

**Your dial-up modem dongle does not connect at 56K**

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further. The speed at which you can upload data is limited to 48K.

**The modem is not recognized by your computer**

- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).

- Use a modem cable instead of a telephone cable. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.

- Shut down and restart your computer.

- Run Windows modem diagnostics.

▶ **To run modem diagnostics:**

1 Close all open programs.

2 Click ⊛ (**Start**), then click **Control Panel**. The *Control Panel* window opens.

3 Click **Hardware and Sound**, then click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.

4 If the *Location Information* dialog box opens, enter your location information, then click **OK**.

5    Click the **Modems** tab, click your modem, then click
     **Properties**. The *Modem Properties* dialog box opens.

6    Click the **Diagnostic** tab, then click **Query Modem**.
     If information about the modem appears, the
     modem passed diagnostics. If no modem
     information is available, a white screen appears with
     no data, or if you get an error such as *port already
     open* or *the modem has failed to respond*, the modem
     did not pass diagnostics.

     ■

---

**? Help**

For more information about modem troubleshooting, click **Start**,
then click **Help and Support**. Type the phrase **modem
troubleshooting** in the Search Help box, then press **ENTER**.

---

**The modem is noisy when it dials and connects**

When your modem tries to connect to another modem, it
begins *handshaking*. Handshaking is a digital "getting
acquainted" conversation between the two modems that
establishes connection speeds and communication protocols.
You may hear unusual handshaking sounds when the modems
first connect. If the handshaking sounds are too loud, you can
turn down the modem volume.

▶ **To turn down the modem volume:**

1    Click ⊛ (**Start**), then click **Control Panel**. The
     *Control Panel* window opens.

2    Click **Hardware and Sound**, then click **Phone and
     Modem Options**. The *Phone and Modem Options*
     dialog box opens.

3    Click the **Modems** tab, click the modem you want to
     adjust, then click **Properties**.

4    Click the **Modem** tab, then adjust the **Speaker
     volume** control.

5    Click **OK** twice to close the *Phone and Modem
     Options* dialog box.

     ■

# Mouse

**The mouse does not work**

- Re-sync your mouse with the computer by following the instructions in "Syncing the keyboard and mouse" on page 22.
- Replace the old batteries with new batteries.
- Shut down and restart your computer.

**The mouse works erratically**

- If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.
- Clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free of debris.
- The mouse pad may have a printed or fabric pattern on it that interferes with your mouse. Try a different mouse pad.
- The surface under the mouse may be transparent or glossy, which interferes with mouse operation. Use a mouse pad.
- Replace the old batteries with new batteries.

# Networks

**You cannot connect to your company network**

Every network is unique. Contact your company computer department or network administrator for help. For more information about setting up a network in your home, see "Connecting to a broadband modem or network" on page 16, your online *User Guide*, or "Ethernet" on page 79.

**? Help**
For more information about network troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **network troubleshooting** in the **Search Help** box, then press **ENTER**.

# Passwords

**Your computer does not accept your password**

- Make sure that **CAPS LOCK** is turned off, then retype the password.

# Power

**Your computer will not turn on**

- Make sure that the power module is connected to an AC power source and to your computer, and that your computer is turned on.

- If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to a power outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.

- Make sure that the power/data cable is free from cuts or damage. Replace any damaged cables.

# Printer

**The printer will not turn on**

- Make sure that the power cable is plugged into an AC power source.

**The printer is on but will not print**

- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

▶ **To set a default printer:**

1   Click ⍟ (**Start**), then click **Control Panel**. The *Control Panel* window opens.

2   Click **Hardware and Sound**, then click the **Change Default Printer** option under the **Printers** category. The *Printer* window opens.

3   Right-click the printer you want to be the default printer, then click **Set as Default Printer**.

■

- Reinstall the printer driver. See the guide that came with your printer for instructions on installing the printer driver.

**You see a "Printer queue is full" error message**

- Wait until files have been printed before sending additional files to the printer.

- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for instructions for adding additional memory.

**? Help**

For more information about printer troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **printer troubleshooter** in the **Search Help** box, then press **ENTER**.

# Remote control

**You just installed the batteries, but the remote control does not work.**

- While loading the batteries into the remote control, do not press any buttons or the remote may not work. If the remote does not work with fresh batteries installed, remove a battery for five seconds, then re-insert the battery while making sure that no buttons are being pressed.

# Sound

**You are not getting sound from the internal NXT SoundVu speakers**

- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume" on page 42.

- Make sure that mute controls are turned off. For more information, see "Adjusting the volume" on page 42.

**You are not getting sound from your external speakers**

- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume" on page 42.

- Make sure that mute controls are turned off. For more information, see "Adjusting the volume" on page 42.

- See the speaker setup poster to check your speaker connections.

# Recovering your system

You can solve most computer problems by following the information in "Troubleshooting" on page 77 or in the technical support pages at www.gateway.com. Problem solving may also involve re-installing some or all of the computer's software (also called *recovering* or *restoring* your system). Gateway provides everything you need to recover your system under most conditions.

> ⚠ **Caution**
> To prepare your computer for additional system recovery options, you should create a set of software and driver recovery discs as soon as possible. For instructions, see "Preparing for software and device driver recovery" on page 93.

- If only one or two items of software or hardware have stopped working correctly, the problem may be solved by re-installing the software or the hardware drivers. To recover software and drivers that were pre-installed at the factory, see "Recovering pre-installed software and drivers" on page 93. For instructions on reinstalling software and drivers that were not pre-installed, see that product's documentation or support Web site.

- If re-installing software or drivers does not help, then the problem may be solved by returning your system to a previous state when everything was working correctly. For instructions, see "Using Microsoft System Restore" on page 98.

- If nothing else has solved the problem and you want to return your system to factory condition, see "Recovering your system to its factory condition" on page 101.

If you upgrade or exchange your hard drive or if your hard drive is completely erased or corrupted, your only option for system recovery may be to reinstall Windows from the Windows DVD, then recover your pre-installed software and device drivers using recovery discs that you created. Your computer must have a DVD-compatible drive to use these options.

- To re-install Windows using the Windows DVD, see "Recovering your system using the Windows DVD" on page 102.

- To re-install your pre-installed software and device drivers using recovery discs, see "Recovering pre-installed software and drivers using recovery discs" on page 97.

# Recovering pre-installed software and drivers

You can perform a partial recovery by recovering the software and device drivers that were pre-installed at the factory. If you need to recover software that did not come pre-installed on your system, you need to follow that software's installation instructions.

You can recover pre-installed software and drivers from a set of recovery discs (you must create the discs) or by using Gateway Recovery Center.

## Preparing for software and device driver recovery

You can usually recover your pre-installed software and drivers from your hard drive. However, if you ever re-install Windows from the Windows DVD or install a new hard drive, you need to recover your pre-installed software and drivers using a set of *software and driver recovery discs.* Because these discs do not come with your computer, you should create your own set.

⚠ **Caution**
Although you may not be expecting to need recovery discs, we recommend that you prepare for any eventuality and create a set of recovery discs while you have the opportunity.

You should create a set of discs for recovering your pre-installed software and device drivers, in case you need to use them later for a complete system recovery. Your computer must have a recordable disc drive to perform this procedure.

▶ **To create discs for recovering pre-installed software and drivers:**

1 Click ⊛ (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.



**93**

2   Click **Applications and drivers external media**, then click **Next**. The *What would you like to do?* dialog box opens.

3   Click **Create system recovery discs**, then click **Next**.

4   Insert a blank, recordable disc into a recordable disc drive, then click **Next**. If an *AutoPlay* dialog box opens, click the × in the upper-right corner to close it.

A dialog box opens that tells you the number of blank discs you need to create a full set of recovery discs.
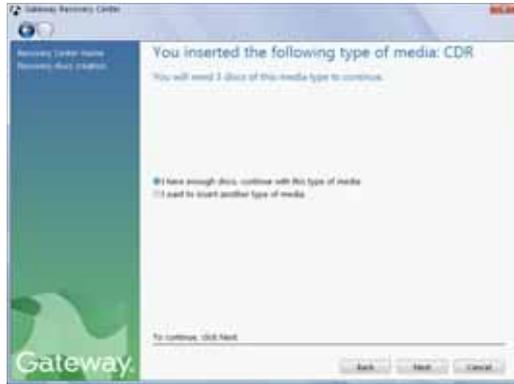


5   If you have enough blank discs of the specified type, click **I have enough discs**, then click **Next**. If you do not have enough discs, choose a different disc type, or click **Cancel**.

The disc recording begins. Label the discs as they are completed.

✓ **Important**
Use a permanent marker to label each disc "Software and Driver Recovery," along with a short description of which computer the discs are for. If you are recording multiple discs, as you remove each disc from the drive, use the marker to label each disc **1 of $x$**, **2 of $x$**, **3 of $x$**, and so on.

✎ **Tip**
After a recovery disc is created, your computer names the disc **Recovery13** for disc 1 of a 3-disc set, **Recovery23** for disc 2, and so on.

6   If multiple discs are required, insert the additional blank disks when prompted.

When the process is finished, the *Congratulations!* window opens.

**7** Click **Finish**.

**8** Remove your final disc, then label all of the discs and store them in a safe place.
■

## Recovering pre-installed software and drivers using Gateway Recovery Center

▶ **To recover specific drivers and software:**

**1** Click **⊛** (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

> ✓ **Important**
> If you have recently reinstalled Windows or installed a new hard drive, and your Start menu does not contain Gateway Recovery Center as an option, you must recover your software and drivers using software and driver recovery discs you have created. For instructions, see "Recovering pre-installed software and drivers using recovery discs" on page 97.

**2** To recover software that was pre-installed, click **Programs**, then click **Application recovery**.
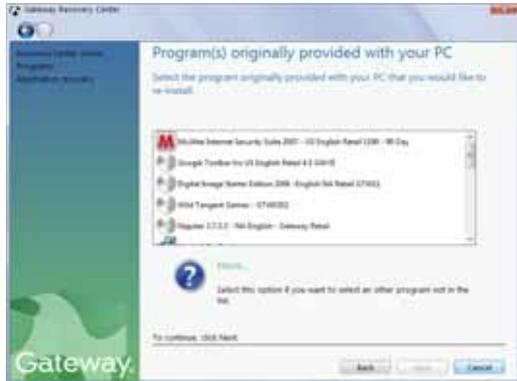


- OR -

To recover device drivers that were pre-installed, click **Hardware**, then click **Device driver recovery**.



3 Click the software or driver you want to recover, then click **Next**.

■

## Recovering pre-installed software and drivers using recovery discs

If you created a multiple-disc set of recovery discs, each disc contains a unique set of software and drivers. If a recovery disc does not offer the software or driver you need to recover, try another disc.

▶ **To recover software and drivers using recovery discs:**

1  Insert a software and driver recovery disc into a CD or DVD drive. If an *AutoPlay* dialog box appears, click **Run Grc_Vista.exe**. If an *AutoPlay* dialog box does not appear and Gateway Recovery Center does not start, open **Computer** and run the file Grc_Vista.exe on the disc.

   The Gateway Recovery Center starts.
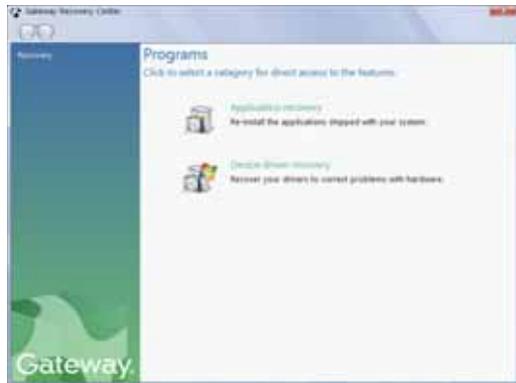
   

2  To recover pre-installed software, click **Application recovery**, then click the software you want to recover.

   

   - OR -

**97**
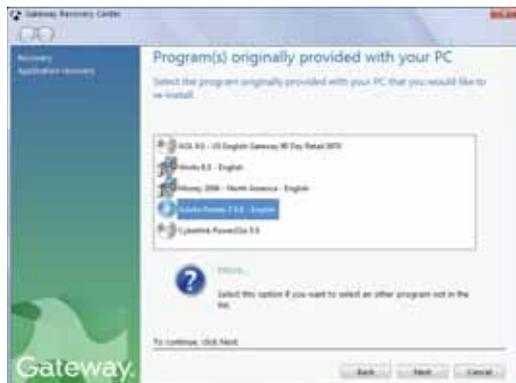
To recover pre-installed device drivers, click **Device driver recovery**, then click the type of driver you want to recover.



3   Click **Next**.

4   If the software or driver is not shown on the list, and you have a multiple-disc set of recovery discs, close Gateway Recovery Center and try another disc.
    ▪

# Using Microsoft System Restore

Microsoft System Restore periodically takes "snapshots" of your system settings and saves them as *restore points*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

Windows automatically creates an additional restore point each day, and also each time you install software or device drivers. You can also create a restore point manually. For instructions, see "Manually creating a restore point" on page 100.

---

**? Help**

For more information about using Microsoft System Restore, click **Start**, then click **Help and Support**. Type **windows system restore** in the **Search Help** box, then press **ENTER**.

---

▶ **To restore using Microsoft System Restore:**

  1 Click ⊛ (**Start**), **Control Panel**, **System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.



  2 On the left side of the window, click **Repair Windows using System Restore**, then click **Next**. The *Choose a restore point* dialog box opens.



  3 Click the restore point you want, click **Next**, then click **Finish**. A confirmation message box appears.

  4 Click **Yes**. Your system is restored using the restore point you specified. This process may take several minutes, and may restart your computer.
    ■

**99**

## Manually creating a restore point

▸ **To manually create a restore point:**

1 Click ⊛ (**Start**), **Control Panel**, **System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.

2 On the left side of the window, click **Create a restore point or change settings**, then click **Next**. The *System Properties* dialog box opens to the *System Protection* tab.
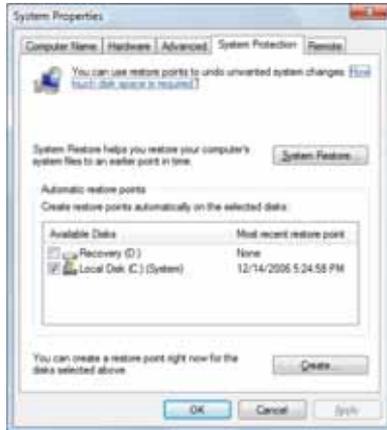


3 Click **Create**. The *Create a restore point* dialog box opens.
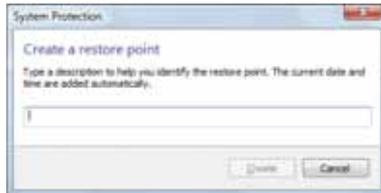


4 Type a description for the restore point (such as the date and time), then click **Create**. The restore point is created.

5 Click **OK**.

# Recovering your system to its factory condition

If your computer's problems are not solved by any of the other recovery options, you may need to recover its hard drive to its factory condition. This process is called a *factory recovery*.

> ⚠️ **Caution**
> A complete factory recovery deletes everything on your hard drive, then reinstalls Windows and any pre-installed software and device drivers. If you can access important files on your hard drive, back them up now.

▶ **To delete everything on your hard drive and re-install all factory software:**

1  If you can still run Windows:

    **a**  Click 🏁 (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

    **b**  Click **Recovery**, then click **Next**. Your computer restarts.

2  If you cannot run Windows:

    **a**  Turn on or restart your computer.

    **b**  While the computer is starting up, repeatedly press **F8** until the *Recovery Options* screen opens. If Windows starts to load instead, restart the computer and try again.

3  Press the arrow keys on your keyboard to select **Repair Your Computer**, then press **ENTER**.

    *Gateway System Recovery* starts, and the *System Recovery Options* dialog box opens.

4  Select a language and keyboard layout, then click **Next**.

5  Click the **User name box** to select a Windows user account, click in the **Password** box and type the user account's password (if any), then click **Next**. The *System Recovery Options* menu opens.

6  Click **Restore Application**. The *Welcome to Gateway System Recovery* window opens.

7  Click **Next**.

8   To perform a recovery with data backup (recommended), click **Recovery with automatic data backup**, then click **Next**.

---
✓ **Important**

   Before your hard drive is recovered, your personal files will be automatically backed up to c:\backup.
---

- OR -

To perform a full factory recovery without data backup, click **Full factory recovery**, then click **Next**.

---
⚠ **Caution**

   Continuing with the full factory recovery will delete everything on your hard drive. Make sure that you have backed up any important files you want to save.
---

9   Click **Yes**, then click **Next**. The *Factory image recovery* window opens, which shows you the progress of the system recovery.

   When recovery is finished, the *Recovery is complete* window opens.

10  Click **Finish**, then click **Restart**. Your computer restarts in its original factory condition. You still need to reinstall any software that was not pre-installed on your computer.

   If you selected **Recovery with automatic data backup** in Step 8, you can find your backed up files in c:\backup.
   ∎

# Recovering your system using the Windows DVD

If you install a new hard drive or completely re-format your original hard drive, you must recover your system using the Windows Vista operating system DVD. You also need to recover your computer's pre-installed software and device drivers.

▶ **To completely re-install Windows:**

1   If you can still run Windows, back up your personal files, and create a set of software and driver recovery discs (if you have not already done so). For instructions, see "To create discs for recovering pre-installed software and drivers:" on page 93.

2   Insert the Windows DVD into one of your computer's DVD-capable drives, then turn on or restart your computer.

3   When the prompt "Press any key to boot from CD or DVD" appears, press any key on your keyboard. A list of valid boot devices appears.

4   Press the arrow keys to select the drive containing the Windows DVD, then press **ENTER** and follow the on-screen instructions.

5   After Windows is completely re-installed, use the software and driver recovery discs you created to recover your computer's pre-installed software and device drivers. For instructions, see "Recovering pre-installed software and drivers using recovery discs" on page 97.

You can also run Windows Update for the latest Windows patches. For more information, see "Updating Windows" on page 64.

■

# Telephone support

## Before calling Gateway Customer Care

If you have a technical problem with your computer, follow these recommendations before contacting Gateway Customer Care:

- Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.

- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.

- If you have "how to" questions about using a program, see:
  - Online Help
  - Printed documentation
  - The Microsoft Windows documentation
  - The software publisher's Web site

- See the troubleshooting section of this chapter.

---
**⚠ Warning**

To avoid bodily injury, do not attempt to troubleshoot your computer problem if:
- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped

Instead, unplug your computer and contact a qualified computer technician.

---

- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.
- Make sure that your computer is nearby at the time of your call. The technician may have you follow troubleshooting steps.

## Telephone numbers

To reach Customer Care, refer to the telephone number on your computer's Customer Care label.

## Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

- The printed or online documentation that came with your hardware or software. In many cases, additional product information and online documentation for Gateway-supplied hardware can be found in our Web site's Documentation Library.
- This *Reference Guide* and your online *User Guide*.
- The software publisher's Web site.

---
**❓ Help**

For more how-to information about Windows, click **Start**, then click **Help and Support**. Type the keyword **practice** in the **Search Help** box, then press **ENTER**.

---

# Tutoring

Answers by Gateway[SM] is a telephone service that provides answers to all of your "How do I..." questions on Gateway computers. For more information, go to www.gateway.com/answers.

# Training

Gateway provides the following computer-based training:

| Resource | Service description | For more information |
|---|---|---|
| Gateway Learning Libraries | A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries. | www.gateway.com/training |
| Online Training from Learn With Gateway | More than 450 online courses are available from Learn With Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer. | www.learnwithgateway.com |

# APPENDIX**A**
## Legal Notices

- Important safety information
- Regulatory compliance statements
- Environmental information
- Notices

# Important safety information

> ⚠ **Warning**
> Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

## Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

## Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

## Care during use

---

⚠ **Warning**
Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

---

⚠ **Warning**
To reduce the risk of fire, use only No. 26 AWG or larger (for example, No. 24 AWG ) UL-listed or CSA-certified telecommunication line cord for your dial-up modem connection.

---

- Do not walk on the power/data cable or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
- The power/data cable or plug is damaged.
- Liquid has been spilled into the system.
- The system does not operate properly when the operating instructions are followed.
- The system was dropped or the cabinet is damaged.
- The system performance changes.

# Regulatory compliance statements

## United States of America

### Federal Communications Commission (FCC) Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

## FCC declaration of conformity

**Responsible party:**
Gateway, Inc.
7565 Irvine Center Drive
Irvine, CA 92618
Phone: 800-846-2000

⚠️ **Caution**
Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

This device complies with Part 15 of the FCC Rules. Operation of this device is subject to the following two conditions: (1)this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## California Proposition 65 Warning

🛇 **Warning**
This product contains chemicals, including lead, known to the State of California to cause cancer, birth defects or reproductive harm.

## Telecommunications per Part 68 of the Code of Federal Regulations (CFR 47) (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Code of Federal Regulations (CFR 47) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

A telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

# Canada

## Industry Canada (IC) Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

## Telecommunications per Industry Canada CS-03 (for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

**Warning**
To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

# Laser safety statement

**Warning**
Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

# Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)

## External television antenna grounding

> ✓ **Important**
> The instructions are for the person who installs cable to the system. Gateway assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with electric shock.

If an outside antenna or cable system is to be connected to your Gateway PC, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and static charges.

Article 810 of the National Electrical Code, ANSI/NFPSA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

Cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable.

## Lightning protection

For added protection of any Gateway product during a lightning storm or when it is left unattended or unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system.

## Power lines

Do not locate the antenna near overhead light or power circuits, or where it could fall into such power lines or circuits.



## Antenna and satellite grounding
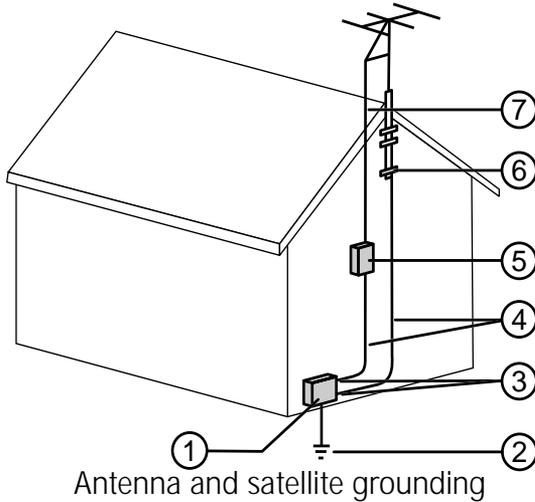
| Reference | Grounding component |
|-----------|---------------------|
| 1 | Electric service equipment |
| 2 | Power service grounding electrode system (NEC Art 250, Part H) |
| 3 | Ground clamps |
| 4 | Grounding conductors (NEC Section 810-21) |
| 5 | Antenna discharge unit (NEC Section 810-20) |
| 6 | Ground clamp |
| 7 | Antenna lead-in wire |

# Environmental information

**Mercury warning**

The lamp(s) in this display contain mercury. Dispose according to local, state, and federal law.

Hg

The product you have purchased contains extracted natural resources that have been used in the manufacturing process. This product may contain substances known to be hazardous to the environment or to human health.

To prevent releases of harmful substances into the environment and to maximize the use of our natural resources, Gateway provides the following information on how you can responsibly recycle or reuse most of the materials in your "end of life" product.

Waste Electrical and Electronic Equipment (commonly known as WEEE) should never be disposed of in the municipal waste stream (residential garbage collection). The "Crossed-Out Waste Bin" label affixed to this product is your reminder to dispose of your "end of life" product properly.

Substances such as glass, plastics, and certain chemical compounds are highly recoverable, recyclable, and reusable. You can do your part for the environment by following these simple steps:

- When your electrical or electronic equipment is no longer useful to you, "take it back" to your local or regional waste collection administration for recycling.
- In some cases, your "end of life" product may be "traded in" for credit towards the purchase of new Gateway equipment. Call Gateway to see if this program is available in your area.
- If you need further assistance in recycling, reusing, or trading in your "end of life" product, you may contact us at the Customer Care number shown on your systems Customer Care label. We will be glad to help you with your effort.

Finally, we suggest that you practice other environmentally friendly actions by understanding and using the energy-saving features of this product (where applicable), recycling the inner and outer packaging (including shipping containers) this product was delivered in, and by disposing of or recycling used batteries properly.

With your help, we can reduce the amount of natural resources needed to produce electrical and electronic equipment, minimize the use of landfills for the disposal of "end of life" products, and generally improve our quality of life by ensuring that potentially hazardous substances are not released into the environment and are disposed of properly.

# Notices

Copyright © 2007 Gateway, Inc.
All Rights Reserved
7565 Irvine Center Drive
Irvine, CA 92618 USA

## All Rights Reserved

This publication is protected by copyright and all rights are reserved. No part of it may be reproduced or transmitted by any means or in any form, without prior consent in writing from Gateway.

The information in this manual has been carefully checked and is believed to be accurate. However, changes are made periodically. These changes are incorporated in newer publication editions. Gateway may improve and/or change products described in this publication at any time. Due to continuing system improvements, Gateway is not responsible for inaccurate information which may appear in this manual. For the latest product updates, consult the Gateway Web site at www.gateway.com. In no event will Gateway be liable for direct, indirect, special, exemplary, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of such damages.

In the interest of continued product development, Gateway reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

## Trademark acknowledgments

Gateway and the Black-and-White Spot Design are trademarks or registered trademarks of Gateway, Inc. in the U.S. and other countries. Intel, Intel Inside logo, and Pentium are registered trademarks and MMX is a trademark of Intel Corporation. Microsoft, MS, MS-DOS, and Windows are trademarks or registered trademarks of Microsoft Corporation. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

## Macrovision statement

### If your computer has a DVD-compatible drive and an analog TV Out port, the following paragraph applies:

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

## NXT acoustic sound panel

 ® **SoundVu**® are registered trademarks of New Transducers. All patent rights reserved.

# Index

**119**

**120**

**121**

**122**

MAN MOZART HW REF GDE R2 10/07

8512740

8 27103 14136 8